



CASE STUDY CBP Dispatch Center Facilities Upgrade

CUSTOMER PROFILE

The Customs and Border Protection (CBP) Houlton Sector Headquarters (SHQ) is located in Hodgdon, Maine. The Houlton Sector covers the entire state of Maine, most notably the point where Interstate route 95 crosses the Canadian border. The SHQ Site coordinates US border security with six other stations in Maine and more than 20 remote substations. CBP is one of the Department of Homeland Security's (DHS) largest and most complex components, with a priority mission of keeping terrorists and their weapons out of the U.S. It also has a responsibility for securing and facilitating trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws.

TECHNOLOGIES

The facility renovations prepared the way for CBP to update their antiquated communications system originally installed during the 1970s with a new Motorola ASTRO P25 radio network. This network featured the addition of four new dispatch positions utilizing the Motorola internet protocol-based MCC5500 console network.

CONTEXT OF ASSIGNMENT

The Houlton SHQ upgrade is part of a nation-wide DHS effort to modernize communications systems and bolster national security. The primary challenge of the project was to prepare the facility originally constructed in 1965 for communications requirements of the 21st Century without interruptions to critical mission communications and dispatch activities. This involved preparation of temporary dispatch center, relocation of existing dispatch equipment to the temporary location and renovation of existing dispatch center to accommodate new consoles. Additionally, a new and taller communications tower was required in order to adequately serve the entire Houlton Sector. Due to the mission critical nature of the work, everything had to be completed with zero downtime within three months of the contract award to meet the tight implementation timelines.

COMMDEX SOLUTION

CommDEX began by working closely with Motorola and CBP to determine functional and operational needs for both the new system and the building. Once the requirements were established, CommDEX developed detailed design and engineering drawings for the dispatch facility and communications tower incorporating the electrical, HVAC and grounding requirements.

CommDEX next completed the exterior work of constructing the new tower foundation, erecting new tower, installing external grounding, and furnishing new electrical service prior to the impending Maine winter. Inside the facility, CommDEX installed disconnects with automatic transfer switches, uninterruptible power supply units, electrical distribution, HVAC units, and all required conduits, cable trays, conductors and grounding to prepare Radio Equipment Room, Generator Room, and temporary dispatch area for new system. All of the design and upgrade work that would have normally taken 9-12 months was completed by CommDEX at a record pace - within 2 months of the Contract award.

CommDEX then moved the existing dispatch equipment to the temporary dispatch area to allow uninterrupted upgrade to the existing dispatch center. Dispatch center was then renovated to allow the new equipment to be installed in the facility.

COMMDEX ROLES

CommDEX served as the project lead for the design and renovation of the SHQ facility, working closely with Motorola and CBP representatives to successfully accomplish the project. CommDEX provided design and construction services for facility upgrades as well as the design and construction of a new communications tower. CommDEX developed and maintained the overall project schedule which included Motorola and CBP requirements.